

SEATTLE FEDERAL EXECUTIVE BOARD 2022 PUBLIC SERVICE

2022 PUBLIC SERVICE RECOGNITION AWARDS

May 10, 2022 12:00pm

The Seattle Federal Executive Board held our annual Public Service Recognition Awards event on May 10, 2022 by remote conferencing. Executives from the U.S. Department of Justice/Bureau of Prisons/Federal Detention Center SeaTac, the U.S. Department of Homeland Security/Coast Guard District Thirteen, the Social Security Administration, the Navy Region Northwest, the U.S. Commander Pacific Fleet, the Equal Employment Opportunity Commission, the U.S. Department of Commerce Economic Development Administration, the U.S. Department of Housing and Urban Development, the General Services Administration, the Environmental Protection Agency, the Department of Homeland Security/Federal Protective Service, Veterans Affairs presented awards to recognize extraordinary achievements by 43 different groups and individuals. Attached are the highlights of these awards.

Diana de Forest
Executive Director, Seattle FEB



Message from the SFEB Chair Jennifer Watson, Senior Commissioner's Representative, Office of the Chief of Staff, Internal Revenue Service

Good afternoon and welcome to the Seattle Federal Executive Board, 2022 Public Service Award Ceremony. I would like to take this opportunity to welcome our Executive Leadership, distinguished guests, and especially those we have come to celebrate here today, our outstanding award recipients. I would also like to acknowledge Diana de Forest, Director of the Seattle Federal Executive Board for all of her hard work in planning this ceremony, thank you.

During these extraordinary and challenging times, federal employees continue to go above and beyond in their service and dedication to the federal government. We are here today to recognize their accomplishments and celebrate their achievements.

Before we begin our celebration, I want to take a moment to reflect on the past two years and the challenges each of us have faced. Federal employees continue to rise to the occasion, and I am so proud to be a member of this community. For those that have lost a family member, friend, or colleague, I want to take moment to acknowledge your loss. As a federal community, we stand together.

We are pleased and honored to have with us today a very special guest. Margaret Salazar, Pacific Northwest Regional Administrator for Region X (Washington, Oregon, Idaho and Alaska).



Special Guest Margaret Salazar

The Seattle Federal Executive Board welcomed HUD Margaret Salazar, Regional Administrator, Region X as our special guest. Thank you, Regional Administrator Salazar, for your remarks and recognition of SFEB employees!

Ms. Salazar serves as Pacific Northwest Regional Administrator for Region X (Washington, Oregon, Idaho and Alaska). Prior to this role, she served in the cabinet of Oregon Governor Kate Brown as Executive Director of Oregon Housing Community Services (OHCS), the state's Housing Finance Agency. During her fiveyear tenure at the helm, OHCS tripled its production of affordable rental housing, created nearly 1,000 units of Permanent Supportive Housing statewide, deployed \$500 million in emergency rental assistance, passed legislation to expand racial equity in homelessness programs, and expanded mortgage lending to homebuyers of color. Salazar led the agency to respond to the state's historic 2020 wildfires with innovative modular developments and services for Oregon's agricultural workers. A national leader in affordable housing finance, Salazar previously served in leadership roles in HUD Headquarters, where she stewarded the Rental Assistance Demonstration and financed the recapitalization of hundreds of properties while safeguarding affordability for thousands of vulnerable seniors and families. Salazar began her career in philanthropy, funding community organizations working for social and economic justice across the Western States. A long-time housing advocate, she led a successful grassroots campaign for just cause eviction protections in Oakland, California in 2002. Salazar is a graduate of Wesleyan University and UC Berkeley's Goldman School of Public Policy and has served on the Boards of Directors of the Low Income Investment Fund, National Housing Trust, and National Council of State Housing Agencies. She grew up on a cherry orchard in Hood River, Oregon and is proud to call the Pacific Northwest home.



I would like to recognize the Unit Team staff at FDC SeaTac for their continued efforts to provide outstanding service to the community as the COVID19 pandemic persisted through another year. FDC SeaTac holds a large population of pretrial inmates. In order to maintain the safety of staff, our inmates, and the community during periods of outbreak, inmates were unable to transfer to the District Courts for their legal proceedings. During these periods, Unit Team staff worked diligently to ensure the legal process could continue for our pretrial inmates. This involved developing a scheduling process for the enormous volume of legal call and video teleconferencing court hearing requests that were being received from legal counsel and District Courts. It also involved establishing stations in all areas of the facility to ensure all inmates could maintain access to their attorneys and appear virtually for court while simultaneously ensuring we were not contributing to the spread of the virus in the facility. Day after day, Unit Team staff ensured the legal calls and VTC court hearings occurred as scheduled. Unit Team staff was instrumental in ensuring inmates followed the proper COVID19 protocols and thorough contact tracing was completed when the virus was detected. As inmate movement continued throughout the pandemic, Unit Team staff maintained their professionalism and commitment to providing quality service to the inmate population and community as a whole. While Unit Team persevered through the challenges related to COVID19, they also faced significant and continuous changes related to the First Step Act.





It is with great pleasure that I nominate the FDC SeaTac, Business Office for demonstrating extraordinary commitment to the mission of FDC SeaTac. Each individual has provided extensive support to staff from all departments during the Covid Pandemic and was instrumental in implementing a new Finance System (UFMS) during the transition from Fiscal Year 2021 to Fiscal Year 2022.

When the pandemic began, we as an agency were thrown into the fire of uncertainty. CDC standards required the acquisition of mandated disinfectant chemicals along with Personal Protective Equipment (PPE) that had to be supplied immediately. With great leadership and skills, Mr. Yagen, as the Business Administrator, went into his budget mindset and hit the pavement running to ensure staff and inmates had the appropriate supplies. Business Office staff assisted with research in regards to PPE gear supplies and availability, which proved to be very difficult as there was a worldwide demand causing a shortage of supplies all around. COVID required chemical and PPE supplies were purchased, and delivered to the institution while remaining within budget constraints. Business Office staff also took the time to track all the COVID acquisitions using a unique project code. Staff and inmates were provided PPE as required, to include masks, gloves, and disinfectant supplies. Every staff member in the department was instrumental in completing this critical mission in such a short amount of time.

Beginning with Fiscal Year 2022, the Bureau of Prisons transitioned to a new Finance System known as Unified Financial Management System (UFMS). The Business Office received training via Web Ex on UFMS, and was mandated to train all departments at the institution on how to utilize the new system when processing any financial transaction. This system was implemented in conjunctions with Fiscal Year 2022 which began on October 01, 2021. The Financial Management staff trained all affected staff in the institution beginning in June, 2021, and ending in August of 2021, in preparation for the system implementation. UFMS requires all managers and credit card holders to maintain an account to complete purchases. The UFMS system requires these individuals to understand how to complete queries, create purchases, balance expenses, and approve purchases to complete the financial process. Business Office staff have conducted training to all departments and continue to assist on purchases on a daily basis. Therefore, they are the resource and the 'go-to' for all financial matters in the institution including coaches on the processes involved with UFMS. The Financial Management staff are the experts on the new UFMS system that provides exceptional support and services. Business Office staff discerns staffs' individual needs and moves efficiently to provide key information, recommendations or direction.

In addition to delivering outstanding work output, they are called upon regularly to assist with Correctional Services due to staff shortage of correctional officers. Augmentation is not limited during training, it is employed on a daily basis which creates back log of daily administrative duties. Business Office staff continues to complete, with accuracy, all pertinent business matters in a timely manner. Business Office staff are always willing to assist their colleagues. They are true champions and work tirelessly to the commitment of serving FDC SeaTac.



The Puget Sound Area Maritime Security Committee led and executed a virtual cybersecurity exercise in July 2021. The planning team included members from the Coast Guard, Federal Bureau of Investigation, Cybersecurity and Infrastructure Security Agency, Transportation Security Agency, Customs and Border Protection, FEMA, and Washington State Fusion Center. With over 50 attendees, the exercise focused on education, showcasing voluntary government resources available to maritime industry, and coordinated government response to cyber attacks in the Marine Transportation System, enhancing regional cybersecurity collaboration and resilience in the maritime environment.



Demonstrating exceptionally meritorious service from November 2021 through February 2022, the team quickly answered a Request for Support after traces of ransomware were discovered on a local stakeholder's IT Systems. The team developed, planned and executed a first of its kind, comprehensive cybersecurity threat hunt mission. Utilizing a cutting edge capability, the team proactively searched through 22 days of data, totaling a staggering 539 million network events for behavioral and anomaly-based indicators of potential compromise. The team provided valuable training to local IT support technicians on the use of nocost vulnerability mitigation tools, and developed several recommendations which will significantly improve the stakeholder's cybersecurity processes and harden their network defenses. This operation directly resulted in improving the cybersecurity posture of the Marine Transportation System in the Puget Sound.

US Coast Guard MKC Provo-Technological Achievement

Chief Petty Officer Brandon Provo



Using self- taught tech-savvy Chief Petty Officer Brandon Provo created five databases that improved communication and response tracking. In prompt response to the COVID-19 pandemic, he developed a database that protects Personal Identifiable Information while tracking real-time data of 303 Coast Guard members, providing a common operating picture for Sector Puget Sound. Another database supports streamlined processing of over 300 awards annually, ensuring members are properly recognized for their achievements. Chief Provo, a mechanic by trade, displayed exemplary initiative and saved time and money with his user-friendly databases.



The watch team displayed flexibility and professionalism during the catastrophic flooding and high wind event which impacted Washington on November 15th, 2021. The team keenly identified asset limitations and risks to coastal stations which were completely cut off by flooding and landslides. After ensuring the safety of our own people, and balancing operational risk, the team coordinated responses to numerous vessels adrift throughout the sound, while simultaneously directing the movement of two helicopters conducting inland hoisting operations on the Olympic Peninsula, an operation not normally conducted by the USCG. The unwavering professionalism and expertise in SAR planning displayed by the watch ensured thorough searches and effective coordination, despite poor conditions, resulting in the saving of ten lives and five vessels.



The Puget Sound Port Readiness Committee (PRC) led and executed a virtual military outload (MOL) exercise "Salish Surge" in March 2021. The exercise evaluated PRC partner collaboration and alignment for planning and execution of MOL surge operations at the Port of Tacoma. The goals were to promote the readiness of the Port of Tacoma and the greater Puget Sound Region to support deployment of military surge and sustainment cargo while minimizing commercial transportation and community disruption. The exercise also strengthened intermodal partner coordination and identified and mitigated constraints and limitations.

US Coast Guard District Thirteen Reserve Force Readiness Branch

Paul Boyd, Benjamin Durrant, Bryce Kessler, Kelley Turner



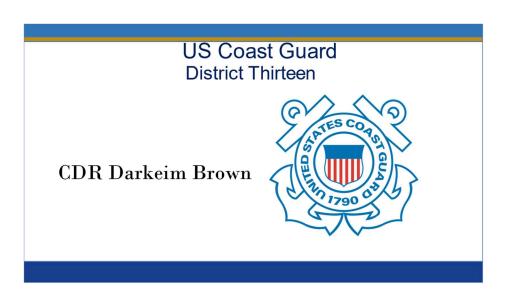
The Coast Guard District Thirteen Reserve Forces Readiness Branch (RFRS) was instrumental in supporting Coast Guard operations throughout the Pacific Northwest protecting more than 4,400 miles of coastline, 600 miles of inland waterways, and a 125 nautical mile international border with Canada. The RFRS staff supported multiple national contingency operations mobilizing 15% of the reserve workforce. During this time, the staff implemented an innovative Inactive Duty Training (IDT) berthing process optimizing a complex, multi-tier process affecting 45% of district reserves. The small RFRS staff implemented a cost-effective system leveraging sustainable technology increasing customer satisfaction. The Coast Guard purchases >150 nights of berthing a month- \$250k annually--from local and national vendors. This was a 64% increase in spending from the previous year. These federal purchases to the local economy supported vendors suffering from drastically reduced occupancy rates during the pandemic.

US Coast Guard Yeoman Personnel Support Initiative Team



Thomas Dukes, Jessica Cramer, Sarah Pittman, Robert Samuels, Christopher Weber, Kenji Awamura, Matthew Maicher, Melissa Jacobs, Robert McMonagle

This team enabled increased efficiency and prompt customer service. By shifting positions and associated responsibilities while increasing access at local touch points, technicians are able to better assist members with pay, personnel, and administration issues. This initiative increased accountability, timeliness, and customer satisfaction through the use of new IT tools to provide workflow transparency and performance metrics. The data provided will continue to shape workplace policy, flow, and identify areas for improvement ensuring dynamic customer support and training as needed.



To recognize CRD Darkeim Brown for his contributions to the Seattle Federal Executive Board's Diversity, Equity, and Inclusion Committee throughout his career at the U.S. Coast Guard.

Social Security Administration Auburn Teleservice Center

Carol Dunford





Elizabeth Woods

Since March 2020, Management Support Specialists Elizabeth Woods and Carol Dunford went above and beyond their regular duties to address the daily mail needs for the Auburn Teleservice Center (ATSC). They reported on site daily to organize and distribute mail and report the mail count. They were the primary processors of all the incoming mail, daily printed letters, and telework mail requests for approximately 300 employees who worked remotely during the past two years. Their efforts and contributions were essential to the agency's mission to ensure timely mail processing. Their dedication made a great impact on the ATSC's ability to provide good customer service.

A considerable benefit with the transformation was that no additional costs were incurred. Customer input requirements were carefully examined and ultimately remained unchanged. This exceptional foresight allowed for maintained consistency with the added benefit of results that were more personalized and timely.

Social Security Administration









Olga Villaseñor

Austin Bloom

Clarissa McLane

Austin Bloom

Austin has shown outstanding dedication to public service and the Social Security Administration's mission. During the pandemic, he has committed to working in-office almost daily at the Seattle North Field Office. He served as the team lead and processed new and replacement Social Security Card requests, including mailed applications. He also handled the majority of the in-office interviews. He has not only assisted clients who came into the office who required face to face interviews, but also stepped up as mentor and assisted a new employee with learning the workload. His tireless efforts directly contributed to the office's success and agency's commitment to public service.

Armond Joseph

During the pandemic, Armond continued to look for new and innovative ways to support the completion of Social Security coverage agreements with state and county entities. Because of his willingness to think outside the box, the Seattle Region continued processing these agreements when others did not, which led to a proposed national change in the business process that is pending implementation. He is sought out as a national resource as an Employer Services Liaison Officer (ESLO). He routinely provides requested insight on national policy and procedures and is asked to mentor new ESLOs throughout the country.

Clarissa McLane

Clarissa's consistent generosity assisting charities makes a significant contribution to the community at large. During the pandemic agencies needed help more than ever, and Clarissa stepped up to provide additional assistance. She donated 500-800 pounds of food/goods per month to multiple organizations and routinely responded to requests for blankets and bedding when agencies reached out to her for help. Clarissa not only sought out the specific items requested, but also continued to make her routine donations. She also worked with a back-to-school program, providing 100 backpacks, clothing, and school supplies, and provided over 200 toys for a Christmas shopping program.

Olga Villaseñor

Olga's Appointed Representative/Attorney Fee expertise makes a significant impact on customer service at the Social Security Administration. She is nationally recognized and sought out for her expertise in policy guidance and clarifications. Because of a recent increase in potential public relations issues, she was asked to provide training to the Regional Public Affairs Specialists and the Office of Hearings. Her training enabled these components to respond timely and accurately to Congressional inquiries. Olga was also recognized for her significant contributions as a volunteer at the border, where she became a lead technician and asked to extend her participation twice.



Captain Jeff Anderson demonstrated exceptional skill and patience piloting the last conventional aircraft carrier, ex-USS Kitty Hawk from Puget Sound Naval Shipyard (PSNS) to Yukon Harbor in support of a chartered tow to Brownsville, TX for dismantling. This movement was unique to the Port Operations mission as it was a deadstick tow requiring precise execution. The 1,000ft long and 61,000 ton aircraft carrier had no propulsion or navigation capabilities of its own (deadstick), and therefore, was completely reliant on four contract tugboats, under the direction of Captain Anderson, for maneuvering. This event required navigating through Rich Passage which is not only incredibly narrow, but also requires executing a greater than 90 degree turn. Adding to the complexity of the event, the visibility was reduced to less than 300ft from a persistent fog that covered the area. Due to the unique circumstances of this move, Port Operations had tugboat, YT 812, underway to document the event. Captain Anderson was able to rely on expert seamanship of Captain Young on YT 812 who proceeded ahead of the tow and provided assistance with the onboard navigation equipment as the ship transited through Rich Passage at 3 knots. The skill and professionalism demonstrated during this unique and challenging event is why Navy Region Northwest Port Operations continues to be the model for Navy Port Operations.

US Commander Pacific Fleet Human Resources Injury Compensation Team

Justine Axtman , Alexis Cole, Eric Farmer, Cora Hess, Alyson Irby Laatsch , Lisann Leyva, Michelle Lynn, Juan Mejia, Kathlene Swope, Jose Zamora

The U.S. Pacific Fleet Injury Compensation Office services over 14,000 civilians in the NW region. The team worked together in 2021 to identify and address Return To Work efforts for our long term claimants. In May of 2021 our top ten claimants had a future liability cost to the Agency of \$28M . The team was able to reduce the cost by vocational rehabilitation placements, return to work efforts job offers and reduction in pay through Loss Wage Earning Compensation, and retirements through OPM in lieu of working through the Department of Labor processes. The team was able to produce cost savings of \$11M from these top ten claimant and an additional \$6.5M from others, for a total Future Liability Cost Savings under Injury Compensation of \$17.5M. As a "Return to Work" program this office continually strives to manage the Program through excellence in customer service while providing claimants all benefits for which they are eligible.



Mary Kim, working as an Investigative Support Assistant at the Seattle Field Office of the EEOC, has provided extraordinary contributions to the strengthening of interagency coordination between the EEOC and State and Local Fair Employment Practice Agencies, as well as providing exceptional public service in support of staff and in her direct interactions with the public. She facilitates and updates the scheduling of interview on a daily basis, maximizing our intake services to the public. Her work with State and Local agencies is extremely timely and facilitates the development of strong interagency relationships.



Bryne Moore is a relentless Investigator with a broad knowledge about discrimination law and is an invaluable resource for her colleagues. Her recent investigative efforts resulted in the recovery of significant monetary and injunctive relief against a small employer in Oregon that had subjected its young work force to shocking sexual harassment; significant relief for a hearing-impaired individual who was not hired by a national retailer because of his disability; and an Oregon business which had subjected a young worker to egregious harassment. Bryne's work had had a significant impact on the entire jurisdictional area of the Seattle Office.



This recognition is being recommended for Carleen because of her exemplary performance providing leadership, direction and support to the management team while also managing the American Rescue Plan Act's 6 program's technical assistance and customer service to EDA partners and stakeholders. SRO experienced operational and logistical issues due to an exponential increase of funding and commensurate office workload. SRO, which regularly handles a baseline allocation of \$30 million in annual regular program funding, was extended additional allocations of supplemental appropriations in FY 2021, bringing available program funding to over \$650 million. With Area Directors taking rotations of Acting Regional Director details, Ms. Herring volunteered to take on the additional responsibilities of the Acting Area Director over a team of 17 reports for the last 6 months of the fiscal year. This responsibility was accepted in addition to her workload as the Economic Development Representative of Idaho and rural Nevada. She played a key role in SRO's FY 21 success assisting her stakeholders in Idaho and Nevada, the program team, and the management team to ensure the Regional Office accomplished the Department's Strategic Goals and EDA objectives. As part of this effort, she worked closely with the management team and Acting Regional Director to provide leadership to the office and continuity of program operations.

Housing and Urban Development



Dawud Mateen

Dawud has been an integral part to all facets of our CPD Team. Dawud has been going into our office, often weekly, since the beginning of the pandemic to check our physical mail to make sure our grantee needs are met. In addition Dawud has taken on big projects, including archiving and organizing all of our paper records to be shipped to the records center as we prepare for office renovation. As the face of CPD he has always taken the lead in making sure customers and public have the opportunity to ask questions and voice concerns through his managing of our team's FOIA process and by receiving and triaging calls on our CPD main line. He has served each year as our Team Keyworker for Feds Feed Families and the Combined Federal Campaign.

General Services Administration COVID Support Team

Jill Akridge, Gregory Chaney, Jesslagne GSA Customer Accounts Management Division; Kim McFall, Crystal Parris: GSA Assisted Acquisition Services Division; Brandon York

Our Federal and state governments needed help, like so many governments across the globe amid the COVID-19 Pandemic. They needed a trusted partner to help secure resources to aide in alleviating the overwhelming influx of medical assistance needed for our citizens. At the Federal level FEMA was seeking a mechanism to easily order medical support across a variety of scope areas. The states of Washington and Alaska were seeking similar medical support services. The GSA team used their expertise in procurement and market research to quickly develop blanket ordering agreements so these government departments could easily gain access to medical surge support providers. The agreements were extended through February 2022 in order to continue delivering critical services until pandemic related care began to stabilize.

General Services Administration
Professional Services and Human Capital – US Army Aviation
and Missile Command Express Program Team

Monique Chapman, Michael Dixon, Kristy Kalilikane, Alexandra Little, Jerry Lucas, Isaac Mc Call, Frank Parker, TJ Stevenson, Robin Tice, TJ Townsend

Branch QRAAE of GSA's PSHC Contract Operations Division A has tremendously supported the Agency's goal of simplifying doing business with the Government for its customers. This high-performing team diligently administered major schedule contracts, with multiple task orders, for the U.S. Army Aviation and Missile Command (AMCOM), PSHC's largest single-customer. They successfully manage these highly-technical engineering, logistics, and program support contracts, under the "AMCOM Express" program, with cumulative obligation of over \$13 billion since its inception in 2004. This Team effectively interfaces with approximately 250 "AMCOM Express" contractors on over 300 schedule contracts, in support of U.S. national security objectives.

General Services Administration
Professional Services and Human Capital Contract Operation
Assisted Acquisition Project Management Team

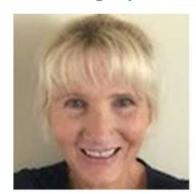
GSA/PHSC ConOps QRAAC: Robert Berg, Michael Burke

GSA/PHSC AAS Program/QRBE:
Ashley Salazar, Alice Yiu

GSA aims to simplify doing business with the Government for its customers. In this spirit, this particular PSHC ConOps-AAS PM Team delivers mission success every day in support of the the Region 10 Assisted Acquisition Program. They effectively awarded a complex \$4.1 million information technology upgrade project for the Navy hospital communications system amid the COVID-19 pandemic. Furthermore, in support of the Presidential Healthy Forest Initiative, they deftly procured a \$500,000 tree-planting contract for the Northwest Oregon Bureau of Land Management to reseed over 2,200 acres of deforested areas in Northwest Oregon significantly impacted by wildfire, windstorms, and insect outbreaks.

General Services Administration PSHC Internal Communications & Employee Engagement

Patti Lundt



Ms. Lundt is the Internal Communications Manager and Employee Engagement Champion for GSA's Federal Acquisition Service's Office of Professional Services and Human Capital Categories (PSHC). Over the past year Ms. Lundt has built an internal communication program that connects the portfolio through regular Town Halls, leadership messages, special events, and newsletters. In addition, she leads and supports a variety of genuine, fun and engaging employee engagements initiatives such as celebrating PSHC's 5th anniversary, book clubs, virtual water coolers and a Diversity, Equity, Inclusion and Access community of practice. Her work is making a difference. In a recent pulse survey 84% of respondents indicated that PSHC is a great place work and that they are very satisfied with how well PSHC communication channels keep them informed. Ms. Lundt's efforts are helping create a culture and workplace where employees feel informed, welcome, motivated, and inspired to contribute.

General Services Administration Regional Office Building Relocation Team-Region 10





<u>Leasing</u>: Marcy Pallotta (Project Manager), Tim Modine (Construction Manager), Chris Lewis (Lease Contracting Specialist), Lindsey Snow (Lease Contracting Officer); Carol Q. Hunt (Change Management and Champion Lead);

Office of Mission Assurance: Kandice Petorak (Change Champion), Kevin Choate (Change Champion), Kristi Porter (Change Champion, Chief of Staff);

FAS Acquisition Service Contracts Ops: Kristy Kalilikane (Change Champion), Ola Belmonte (Change Champion, Planning Division), Patrick Manning (Change Champion, Design and Construction), Robert McCarty O'hairt (Change Champion, Financial Office), Serena Ritchey (Change Champion, Federal Acquisition Services), Sue Saucier (Change Champion, Acquisition Management Division), Thomas Ebenhoh (Change Champion, Acquisition Management Division), Wenshi Ye (Change Champion, Federal Acquisition Services);

Office of Strategic Communication: Stephanie Teague (Communications Team Lead), Shannon Dickson (Visual Communications Specialist), Cynthia Henry (Visual Communications Specialist), Christi Chidester Votisek (Public Affairs Officer); Heather Edwards (Workplace Strategist, Office of Administrative Services), Mark Cunningham, Diane Simmons, Carrie Lindsey

The project team procured, designed, and moved GSA's R10 headquarters from Auburn to Tacoma during the pandemic, putting R10 at the forefront of post-pandemic office design. GSA reduced its footprint and negotiated a lease below market price with concessions that led to additional cost savings. Design considerations included less dense office areas, more collaborative spaces for teams, foot traffic flow, the location of common areas, and the ability to flex when conditions change. Adaptability became key. We learned to make workspaces responsive to the unknowns. This research will result in a better design of federal space for other regions, too.

GSA Paul Zambon Jess Edminston

The R10 realignment team is recognized for their development of a workload analysis tool that remodeled the R10 Facilities Management Division (FMD) in order to create resource efficiencies, correct workload imbalances, and improve staff specialization and succession planning. The team was challenged to dive into the causes, analyze options and develop a strategy for improvement. They spent approximately five months collecting information and eventually developed a comprehensive workload analysis. The impact to the R10 Facilities Management division has been an increase in employee satisfaction, a decrease in overtime, and a better levelized workload distribution.

General Services Administration Sumas Land Port of Entry Flood Mitigation Team



Facilities Management Division

Matt Nadeau (Field Office Manager) Rick Gordon (Building Manager) Nicholas Bray (Building Services Specialist)

Acquisitions Division

Brian Reed (Supervisor Contracting Officer)
Joshua Anderson (Contracting Officer)
Jose Domingo (Contracting Officer)

DHS/CBP

Carlos McNeal (Facilities Manager)
Michael Hansen (Facilities Manager)

Due to flooding the Sumas Port of Entry was inaccessible from the United States side of the border. This cross-divisional team's actions had a direct impact on the community in Sumas, Washington. The team, in minimal time, was able to secure funding and put contract services in place to mitigate negative impacts to the port facilities, operations, and the surrounding community. These actions solidified a positive Region 10 PBS partnership with city/port officials and residents in the community. Their synergy was evident to all and they were the "go-to" solution in a crisis event from Region 10 PBS.

Environmental Protection Agency



David Baker

Excellence in Customer Service: Under COVID, the Region implemented a "no touch" procedure where new laptops are shipped to the customer's alternate work location. David was a critical subject matter expert on the laptop refresh workgroup and championed the customer experience throughout to ensure the entire process from start to finish was smooth. David's efforts allowed staff to receive new laptops safety and reduced information security risks, ultimately reducing the total laptop refresh time. David volunteered to come into the office increasing his risk of exposure to COVID to handle facility, safety, and security mission critical needs for the Region.



The R10 Human Resources and Budget FTE Utilization Team greatly improved tracking and utilization of FTE in fiscal year 2021 achieving a 99% utilization rate, one of the highest in the Agency. The team's success can be attributed to enhanced internal controls over programmatic operations and financial reporting by tracking each hiring and attrition change each pay period, mapped against the region's and each Division's FTE ceilings in a simple dashboard for widespread regional use and transparency. This FTE Utilization tool can easily be used by other regions and organizations to achieve similar success.

Environmental Protection Agency Security Team: Leadership and Continuity of Operations Planning







Andy Hendrickson



Devon Scarey

The USEPA Region 10 Security team developed and implemented an innovative communication strategy incorporating unique credit card-sized building evacuation site maps, as well as more traditional outreach. The team delivered training to the R10 Leadership Team on regular use of the Agency's emergency messaging system. The team assumed a leadership role for the first multi-region Continuity of Operations Plan (COOP) devolution workshop to identify mission support functions, essential files, and key operational systems amongst US EPA Regions 8, 9, and 10. R10's COOP program annual assessment improved dramatically from a baseline 53% to 98% in FY2021 and several of the new communication tools were adopted by EPA overall.

Department of Homeland Security Federal Protective Service

Special Agents Brian Desens and Stephen Douglas



On March 5, 2022 an individual rammed his truck into the Jackson Federal Building in Seattle, WA and indiscriminately fired rifle rounds into the air and around the facility. The individual engaged into gunfire with Protective Security Officers (PSOs) and the Seattle Police Department (SPD) later dying at the location. Special Agents (SAs) Brian Desens and Stephen Douglas arrived on scene and quickly managed the crime scene working comprehensively with the Seattle Police Department and Regional Leadership to ensure that all matters of the case would be handled carefully and meticulously.

SA Stephen Douglas served as the Support Agent to this case and was also the Team Leader for the execution of the Search Warrant. He developed the Operations Plan and coordinated needed resources to ensure the safety and security of the operation. As the Team Leader he ensured necessary protocols were followed and took every precaution to ensure operational objectives and contingencies were well thought out for a safe, coordinated execution of his plans. Not only was he the Team Leader, but also served on both the Entry and Search Team to actively engage in all facets of the investigation. SA Douglas' leadership of the Search Warrant Team led to the safe and successful execution of the search warrant, seizing of evidence, and closeout of a highly visible, high priority case. He served above and beyond his responsibilities of an already arduous position and is highly deserving of this Special Act Award.

SA Brian Desens served as the Lead Agent of the case and tirelessly worked with SPD and the Assistant United States Attorney (AUSA) to ensure all steps of the investigative process were executed and documented in accordance with policy and procedures. SA Desens generated a comprehensive warrant package and successfully obtained a search warrant to search and seize evidence related to the shooting. Not only did he lead the case, but participated on both the Entry and Search Teams to actively engage in all facets of the investigation. SA Desens' leadership of the case led to the safe and successful execution of the search warrant, seizing of evidence, and closeout of a highly visible, high priority case. He served above and beyond his responsibilities of an already arduous position and is highly deserving of this Special Act Award.



On March 5, 2022, an individual rammed his truck into the Jackson Federal Building in Seattle, WA and indiscriminately fired rifle rounds into the air and around the facility. The individual engaged into gunfire with Protective Security Officers (PSOs) and the Seattle Police Department (SPD) later dying at the location. Commander Bawden was notified by the Denver MegaCenter of the shooting while having a family dinner that included company, AC Bawden immediately excused himself and told the Denver MegaCenter that he would be responding and to notify K9 handler Cruz to respond. While enroute to the scene, AC Bawden called District Commander (DC) Cantu and advised him of the situation, he also informed Investigations Branch Chief (IBC) Angeles of the incident.

When AC Bawden arrived, he noticed the suspects truck had penetrated the federal building, and he immediately began calling Government Service Agency (GSA) to advise them of the breach in order to formulate a temporary plan to keep the facility secure. AC Bawden's next call was to the Designated Official (DO) of the federal building to inform her of the situation and his plan to keep the facility secure and cooperate with Seattle Police Department (SPD) during the investigation.

Inspector Cruz arrived shortly after AC Bawden, upon seeing AC Bawden he asked his commander how he could help. AC Bawden had Inspector Cruz meet up with the SPD investigators to find out how FPS could help support the investigation, to which they asked Inspector Cruz to provide video footage of the incident. Inspector Cruz had to work with the FPS Technical Countermeasure Program Manager (TCPM) Darryl Rabb to obtain access to the video footage. During this time, AC Bawden had turned over all the information he had to FPS Special Agents (SA) Douglas and Desens.

AC Bawden and Inspector Cruz turned their attention to the PSO's that were involved in the shooting. AC Bawden and Inspector Cruz comforted the PSO's and told them they would support them in any way they can, going as far as to informing the PSO supervisor that the PSOs could reach out to FPS if they feel they need to talk to anyone. For hours, AC Bawden and Inspector Cruz cooperated with, and supported the investigation being conducted by SPD.

Commander Bawden and Inspector Cruz showed great dedication to the agency and to those they protect. Their professionalism and transparency with investigators was on full display, and their genuine care and concern for the PSOs involved was noticed by everyone on scene. Both AC Bawden and Inspector Cruz remained at the scene until SPD finished their investigation.

Department of Veterans Affairs Seattle VA Regional Office Human Resources Team

Sarah Carter, Darin Derrick, Janice Harrison, Laura Kaihlanen, Rachel Rehberg

The Seattle Veterans Affairs Regional Office (RO) Human Resources (HR) Team excels in planning and ensuring a smooth HR workflow. They identify issues and take initiative to remedy complex problems immediately. They go above and beyond in completing tasks in advance of the required due date and help others remain on task. Their ability to manage recruitment actions for all divisions and two special missions is truly impressive! Not only is HR timely with balancing 23 recruitment actions and 53 hiring actions at one time, they effectively and efficiently addresses employee concerns, supervisory inquiries and special projects. Additionally, HR consistently interacts in a professional and courteous manner to facilitate the accomplishment of HR activities, and support the work of the RO and divisions. They demonstrate the ability to handle high pressure situations in a pleasant manner, handle differences of opinion in a businesslike fashion and follow instructions conscientiously. Most importantly, HR consistently maintains a positive attitude and is flexible with the changing demands of a complex office.

Department of Veterans Affairs Seattle Decision Review Operations Center- Advocacy Team

















Kathleen Cabusao, Liberty Dolojan, Alexis Gonzalez, Christine Hunt, Joleen McKinney, Kimberly Presto, Steven Roach, Shawn Smith

We are honored to nominate the Seattle Decision Review Operations Center (DROC)'s Advocacy Team. In 2021, the Seattle DROC received over 2,400 external stakeholder inquiries. The Advocacy Team was created in September 2021 as a unique special mission to streamline external stakeholder inquiries directly to the Seattle DROC regarding the Appeals Modernization Act (AMA). This innovative customer service team consists of experienced Subject Matter Experts that receive, address, and resolve external and internal inquiries in an expeditious fashion. Through February 28, 2022, the team's efforts have resulted in a timely completion of customer inquiries in 10 days or less. These innovative efforts have promoted an improved understanding of the VA claims process, enhanced AMA transparency, and strengthened the coalition with stakeholders in Seattle and nationwide.

Department of Veterans Affairs Veteran Readiness and Employment Division

Lenora Ainsworth, Brian M. Anderson, Karen Ballard, Geri Bell, David W. Boyd, Frances Burton, Daniel Crosby, Chad Deserrano, Michael Donofree, Jeffrey P. Dunn, Edgardo Feliciano Lopez, Julia Ann Fox, Darby Gallegos, James Goodman, Karolyn Hannem, Patricia Hines, Holly Ingling, Brittnee Jordan, Michael Kormas, Amy Marrs, Cheryl McDonald, Diana McGhee, Kenneth McMillion, Alyssa Mehl, Theresa Paulmenn, Darius Pazooki, Larissa Perey, Cheryl Riches, Travis Riley, Allen Roach, Eddie Tamplin, Song Uh, Jonathan Utrera, Terri Webb, Antoinette Wells, Ruth Wiley, Lura Winn

With great pleasure, we nominate the Seattle Veteran Readiness and Employment Division for their extraordinary dedication to the VA's priorities of providing timely services to Veterans, "Faster, Better, Together." The division provided exceptional customer service supporting our Veteran clients by returning to offices, utilizing CDC protective procedures, and providing "face to face" rehabilitation services over the past year during the COVID 19 Pandemic. The division re-opened offices at the Regional Office and seven Washington state out-based offices. Despite the challenges of the pandemic, we entered 417 Veterans into services, case-managed 3,233 Veterans, and assisted 516 Veterans to achieve successful employment.

Department of Veterans Affairs Seattle Decision Review Operations Center

Timothy Denley
Supervisory Veterans Service
Representative



Tim's contribution to the Combined Federal Campaign as the Seattle Regional Offices Co-coordinator went beyond the \$1.6 million raised and over 30 volunteer hours across the Cascadia Region. Tim was an integral part of the campaign's success by mentoring the office's incoming new Coordinator for fiscal year 2022. Timothy's leadership and dedication to the campaign allowed federal employees within the office to contribute or increase their support to charitable organizations within the community at large. Tim's leadership in one of the most important accomplishments across the federal government is commendable.

Department of Veterans Affairs DRAS Pre-Development Team Seattle Regional Office

Andrew Butler, Chris Crocker, Eric More, Jason Reis, Richard Warre

While working on the National MSC development pilot, the DRAS Pre-Development Team improved efficiency and timeliness in various metrics. As a part of this pilot, the DRAS Pre Team managed the initial developments to include requesting examinations for the Military Service Coordinators (MSCs) around the country. The DRAS Veterans Service Representatives (VSRs) requested over 13,500 exams and released over 15,500 exams to the Army during the pilot program. This program decreased the rework by 10%, decreased time spent in the medical evaluation stage by 32 days, and lowered the average days to request exams by 6 days.

Department of Veterans Affairs Veterans Service Center Onboarding and Mentorship Team

Tanisha Antoine, Aatqa Azhar, Ebonee Blair, Kleta Borchers, Josh Campbell, Sarah Carter, Kevin Chambers, Babylane Chiem, Kenneth Conine, Benjamin Davey, Arthur Davies, Tanya Dimond-Chi, Joseph Facilla, Kathleen Federico, Frankmell Gamboa, Lee Gunby, Thomas Hall, Michael Hammond, Demetrius Hatcher, Tiffany Hom, Omar Ibrahim, Lacey Jarrett, Abigail Juco, Laura Kaihlanen, Emily Kistler, Marcy Longosky, Diane Lyon, Cheryll-Ann Mackey, Abraham Mangapit, Thomas McDaniel, John Moore, Tiffany Myhres, Cherri Nickel, Justin Noonan, Michael Payne, Charles Purgett, Manasseh Quisenberry, Rachael Rehberg, Pamela Richards, Margaret Shartel, Brittney Kawai Shiroma, Jeremy Thomas

This team was formed to improve the onboarding and mentoring process for new employees within the Veterans Service Center (VSC). The team developed a new onboarding process that led to the creation of over 70 training presentations, delivery of over 210 hours of live lectures for onboarding, conducting over 240 hours of instruction for training classrooms, and multiple hours of one-on-one mentoring. Due to their efforts, they received high feedback scores reaching a 4.64 out of 5 average rating for overall training or a 92.8% positive experience for the onboarding program.

Department of Veterans Affairs Rural Veterans Customer Experience Team

David Boyd, Tim Denley, Carrie Epperson, Beorn Kjeldsen, Billy Knight, Shea Nakamichi, Jonathan Penna, Steve Strope

This team was formed to improve the customer experience (CX) for rural Veterans in a digital environment. The team developed baseline data tracking, creating a report of Veterans receiving benefits by county, with filters showing number in receipt, percentage in receipt and dollar amount per Veteran, as well as filters for month and population size. Based on the data, as well as customer feedback, the team set up several innovative ways to interact with Veterans and stakeholders virtually. With the team's help, overall rural outreach increased by 15% and 27 of 35 rural counties saw an increase in claims completed.

Department of Veterans Affairs Public Contact Team

Carmel Arnold, Rafael Cornejo, Annalise Kaneko, Neal O'Hanrahan, William Sampson, Pearl Sauceda

This team has demonstrated commitment to serving Veterans, family members and community stakeholders throughout a pandemic. Beginning in June 2021, Seattle opened its public contact space for the first time since March 2020. Later, the new Spokane, WA office also opened to the public seamlessly. Overall, in-person community interactions from June 2021 – March 2022 increased from zero to roughly 100 per month. The team continued to hold nearly 100 Virtual/telephonic interactions per month as well. The team has really stepped up to the frontlines to assist our Nation's Veterans during stressful and uncertain times.

Thank you to the SFEB Associates who helped with this event



Ebonee Blair (VA)



Lindsay Vanover (GSA)



Rachelle Martz Aatqa Azhar (FAA)



(VA)

Congratulations to all the Award Winners!

For more information, please visit the SFEB website:

https://seattle.feb.gov/public-service-recognition/

To contact the SFEB, please email us:

info.sfeb@gsa.gov